INFORMATION LINK

Statewide IT Plan 2002
Nancy Walz

The Statewide Information Technology Plan 2002, produced by the Policy and Planning Division, is available on the web at http://www.discovernd.com/itd/planning/state_2002.html The plan encompasses the technology goals for state government, K-12, and higher education and highlights the high degree of cooperation exemplified in North Dakota.

The state plan provides support for the executive budget request with respect to technology and outlines the enterprise initiatives that are priorities for the next biennium. It also highlights many of the technology accomplishments related to the goals from the previous Statewide Information Technology Plan 2000.

The plan was distributed to all legislators, agency directors, EAC and ETC members, the State Board for Higher Education, and University System campus presidents and technology directors.
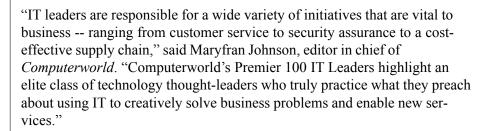
Information Technology Department's Curt Wolfe Honored as 2003 Premier 100 IT Leader

Curt Wolfe Recognized for Creative, Innovative Approach to Align IT Department with Business Strategy

Curt Wolfe, CIO, has been recognized by IDG's *Computerworld*, the weekly newspaper for IT leaders, as one of the business world's Premier 100 IT Leaders. The award honors individuals who have creatively applied technology to execute their organization's business strategy.

The Premier 100 IT Leaders award, now entering its fourth year, recognizes exceptional technology leadership, innovative approaches to business challenges, and effective execution of comprehensive IT strategies. Curt Wolfe was honored at the Computerworld Premier 100 IT Leaders Conference, February 23-25, 2003 at the JW Marriott Desert Ridge Resort in Scottsdale, Arizonia.

Curt Wolfe was selected from hundreds of nominees based on those leaders who most closely matched Computerworld's Leadership Index, a set of characteristics that describes business and technology people who guide the effective use of IT in their organizations. Other award winners include leading IT executives from corporations such as Bayer Pharmaceutical; Circuit City Stores, Inc.; Dow Chemical Company; Goodyear Tire and Rubber; and MasterCard International.

"IT leaders are responsible for a wide variety of initiatives that are vital to business -- ranging from customer service to security assurance to a cost-effective supply chain," said Maryfran Johnson, editor in chief of *Computerworld*. "Computerworld's Premier 100 IT Leaders highlight an elite class of technology thought-leaders who truly practice what they preach about using IT to creatively solve business problems and enable new services."

The complete list of Premier 100 IT Leaders can be found in the January 6, 2003 issue of *Computerworld* and on-line at http://www.computerworld.com. The issue includes several feature articles summarizing the challenges IT leaders expect to face in the coming year including managing the IT workforce, improving core systems, vendor management, and aligning technology projects with business goals.

Workload Planning
Vern Welder

The end of the biennium usually creates a heavy demand for Software Development services as agencies work hard to complete projects that were funded in the current biennium. Another factor that influences our workload at the end of the biennium is deadlines for making legislative changes to applications. When this all comes together resource planning becomes very difficult.

We are asking agency IT coordinators to please request your end-of-biennium projects as soon as possible. Even if the project is not completely planned out, please let us know so we can consider your needs as we do our resource planning.

Also, if you have significant legislative changes that are destined to become law, please contact your team leader to make them aware of the possible workload. Any information you can provide will help us. We want to meet your needs, and by working together we'll both be successful.

PowerBuilder v8
Vern Welder

We have tested PowerBuilder version 8 (v8) and determined that it is ready to deploy for production use. Past PowerBuilder upgrades required that customers re-test the applications after we converted the code. We've deter-mined that v8 conversion will not require the re-testing process.

Customer applications will be upgraded to v8 as we make system enhancements. The conversion effort is minimal, so there is no hourly charge for conversion work. Due to the cost of maintaining two versions of PowerBuilder development environments, we would like to have all systems converted by June 15, 2003.

In March and April 2003, we will assess which applications have not been converted and work with the owners to plan a timely conversion.

State Coordination for HIPAA
Jennifer Kunz

The penalties for non-compliance with the Health Insurance Portability and Accountability Act (HIPAA) can be severe and meeting compliance with HIPAA is not a simple task. Organizations and government agencies across the country are collaborating to make HIPAA compliance a success.

What is HIPAA?
HIPAA is the single most significant Federal legislation affecting the health care industry since the creation of the Medicare and Medicaid programs in 1965. HIPAA provides for administrative simplification, requiring the adoption of standards for the electronic exchange of health care information by October 2003. HIPAA also requires new standards for the privacy of personal health information by April 2003, soon to be followed by security standards.

How does HIPAA impact North Dakota?
Health plans, health care providers (who submit electronic transactions), and clearinghouses are 'covered entities' under HIPAA and must comply with the standards. Even organizations and government agencies whose primary focus is not health care can be required to comply if they have one or more programs meeting the definition of a covered entity.

What is the State Government HIPAA Coordination Project?
The purpose of the project is to coordinate state HIPAA compliance efforts (best practices, common issues) and to ensure that all impacted areas of state government are identified and compliance is met.

Although the Department of Human Services (DHS) and related ITD staff have been working on compliance for over two years, many other agencies and institutions in state and local government needed assistance, and coordination among partners was critical.

ITD EMPLOYEE PROFILE

Name: Laura Walz
Job Title: Administrative Assistant
Division of ITD: Software Development
Job Responsibilities: Duties involve activities associated with high-level administrative office support functions requiring analysis and judgment for the development, implementation, improvement, and coordination of administrative office operations of the Software Development Division.
Years at ITD: 1 year

In April 2002, I was hired as the State Government HIPAA Coordinator, located in ITD's Policy and Planning Division.

Because HIPAA is so far-reaching and complex, a primary activity for the project involves the impact assessment of all state agencies (departments, boards, commissions, institutions). To date, five state agencies and nine universities have been confirmed as 'covered entities' under HIPAA, and several more agencies are indirectly impacted because of their relationship with the covered entities. In cooperation with the Attorney General's Office, I also provide assistance to the impacted agencies for their compliance efforts.

Other major deliverables from the project include the development of a web site, www.discovernd.com/hipaa, and the facilitation of the North Dakota HIPAA Coalition, a discussion forum of over 100 public and private HIPAA-impacted organizations.

ITD Announces
Broadcast System
Cindy Kemmet

ITD launched a new Broadcast System in February of this year. The Broadcast System is designed to proactively communicate **unexpected** critical service outages or failures to our customers.

When an outage occurs affecting critical services, ITD will post information on the outage to the Broadcast System. The Broadcast System allows you immediate access to the posted information from three different sources listed below. You can choose to access one or all three sources.

To better serve our customers, ITD has split our subscription services for Broadcasts and Scheduled Changes/Downtimes into two separate listservs. This allows you the choice of subscribing to one or both of these notification services. In the past, if you subscribed to one of the notifications you were automatically subscribed to both.

Broadcast Access Choices
1. **E-mail/Listserv.** You can choose to subscribe to ITD's posted Broadcast messages. This subscription is now independent from ITD's Scheduled Changes/Down Time. You can choose to subscribe to one or both notification systems.

For those customers not currently subscribed, wanting to change their e-mail subscription or check on the status of their current subscription simply go to ITD's home page at http://www.discovernd.com/itd and click on the link on the left side of the screen that says, "Subscribe To Posted Outages."

2. Dial 328-INFO (4636) or toll free at 800-207-0560. You will hear an IVR (Interactive Voice Response) recording of the posted Broadcast notification.

3. Alert Icon on ITD Home Page. Accessing http://www.discovernd.com/itd will take you to ITD's home page. If a Broadcast message has been posted, a System Status icon will appear at the top of the screen, simply click the icon to view the posted notification.

Posted Broadcasts will be updated as necessary to provide up-to-date information. We hope you will find the Broadcast system a beneficial tool in our efforts to communicate unexpected critical ITD service outages.

Criminal Justice Information Sharing (CJIS) Project
Mark Hawks

The future North Dakota Criminal Justice Information Sharing system will be a secure virtual system for the sharing of criminal justice information by authorized users.

North Dakota's Criminal Justice Information Sharing (CJIS) Project is a collaborative effort of municipal, county, and state criminal justice entities to build a secure integrated criminal justice system. Currently, each state agency has its own computer systems and databases. This results in a fragmented justice environment in which information can take days or weeks to get to the appropriate agency. CJIS will help solve this problem by providing an on-line environment whereby authorized users can access offender records and other justice information from participating agencies.

Based on open Internet/World Wide Web technologies and standards, CJIS will link information from diverse hardware and software platforms under a common, web-browser interface. Firewalls will protect agency networks and systems from unauthorized intrusion. CJIS is dealing with "turf issues" by leveraging existing agency systems, recognizing and ensuring agency independence, and allowing agencies to maintain control of their information.

Additionally, the CJIS Project provides a forum for each of the participating agencies to collaborate and share ideas. The CJIS Executive Committee is comprised of the Court, Attorney General, Department of Corrections, State Radio, Highway Patrol, State's Attorney Association, Chiefs of Police Association, Sheriffs and Deputies Association, and Information Technology Department (for a more detailed definition, please see the Executive Order at www.ndcriminaljustice.com).

Each Executive Committee Member has an opportunity to vote on how the CJIS budget is allocated, how and what data is shared, and how policy and technical issues affecting their organization and integrated justice as a whole are handled. The CJIS Board, comprised of the Chief Justice, Attorney General, and Chief Information Officer, provide direction, policy, and issue resolution for the CJIS Project.

Through the hard work and dedication of the criminal justice entities, the CJIS Executive Committee, and CJIS Board, the CJIS project is currently designing the CJIS Data Center that will facilitate getting total, accurate, and timely information to the right people and in the right place. This will provide the information needed to make the right decision and thus greatly improve public safety.

Identity Theft - What Is It and How Do I Protect Myself?
Dawn Nobles

Today we live in a world of the "Information Age," where technology has allowed us to store and pass along vast amounts of data to others across the nation and to other countries. Unfortunately, this benefit has also opened up new avenues for crimes to be committed. Those of us working with records and information technology need to be aware of these crimes. Hence, the purpose of this article to make you aware of what identify theft is and some steps to prevent it.

Identity theft is on the rise and has been in the list of top consumer fraud crimes for the last three years.

As a consumer, why should you care? Victims of identify theft, on average, spend $1000 and 175 hours of their valuable resources to get back what was taken away from them. Often, their credit histories are damaged for life, resulting in not getting loans, credit cards, and other financial amenities. The harm to a consumer's credit and daily life can be devastating. One individual even had to go to jail for a crime he didn't commit!

As records and information managers, we need to be aware so we can be prepared for such a crime, personally and at work.

What is identity theft?
Identity thieves steal personal information (i.e. credit card number, Social Security number, driver's license information, birth/death information) and use it maliciously to open a credit card account fraudulently, pass bad checks or open a new bank account, get loans in another person's name, work in another person's name to avoid paying taxes, buy cars and homes, or commit crimes.

What records are thieves looking at to get my personal data?
- Personnel records
- Payroll records
- Bank account information (checks, bank statements, and pre-approved credit card applications)
- Medical and school records
- Credit cards
- Social Security benefit information
- Insurance information
- Tax information

How are identify thieves getting this information?
- Going through garbage cans (dumpster diving).
- Hanging out in lines at banks and ATM machines (shoulder surfing).
- Information brokers (workers inside the company) or they get jobs as temporary workers or get jobs working for third-party

vendors that do business with a financial or credit card company (such as handling corporate credit card accounts or providing janitorial services).
- Stolen by a colleague (i.e. going through purses).
- Using technology to capture passwords and other personal information (spoofing, or creating an on-line profile to get at user information).

Why would someone want to steal my personal information?
In addition to the malicious reasons mentioned above, technology has made it much easier to access this information. Some experts also blame the slumping economy for the increase in identity theft.

What do I do if I'm a victim of identity theft?
- Contact the fraud departments of each of the three major credit bureaus, report the theft, ask that a fraud alert be placed on their file and that no new credit be granted without their approval. The three major credit bureaus are listed below.
  - ✴ Equifax: 800-525-6285
  - ✴ Experian: 888-397-3742
  - ✴ Trans Union: 800-680-7289
- Close accounts that have been fraudulently accessed or opened. Contact the security departments of appropriate creditors or financial institutions and follow up with a letter.
- Put new PINs (personal identification numbers) and passwords (not mother's maiden name or Social Security number) on any new accounts you open.
- File a report with the local police.
- File a complaint with the Federal Trade Commission (FTC) via telephone at 1-877-IDTHEFT, via mail at Identify Theft Clearinghouse, FTC, 600 Pennsylvania Avenue NW, Washington, DC 20580, or on-line at http://www.consumer.gov/idtheft.

What is being done about it?
- Awareness.
- Victims' rights groups are lobbying state legislatures to pass laws protecting records.
- Some states (such as Georgia and Wisconsin) have passed laws requiring employers to destroy documents containing personal employee data. Within North Dakota, we enacted ND Century Code 12.1-23 to assist with identity theft. You can also contact the Attorney General's Office or local consumer protection agency to find additional information regarding state laws related to identity theft or visit http://www.consumer.gov/idtheft.
- North Dakota is doing things to change the use of Social Security numbers (such as using a unique drivers license number, and for State employees, the PERS office is phasing out the use of Social Security numbers for employee benefits and insurance purposes).
- In April 2002, the FTC convened its first workshop for businesses on safe record keeping and is working with industries to develop best practices.

What can I do to avoid identity theft?
- Shred important documents that contain personal information.
- Remove Social Security data from checks and identification cards (don't use your Social Security number as your driver's license number).
- Review your credit history periodically.
- Pay attention to billing cycles and review bills for accuracy.
- Be cautious when giving out personal information over the Internet.
- Don't respond to surveys that appear phony.
- Stop credit card companies, banks, and other businesses from selling your personal information to other companies.
- Don't respond to e-mails asking you to provide or "confirm" personal or account information. Delete any e-mails from unknown senders.
- Don't give out personal information over the phone, through the mail, or over the Internet, unless you initiate the communication or know who you are dealing with.

Statistics
- According to the Federal Trade Commission (FTC), complaints about identity theft nearly doubled in 2002, accounting for 43% of consumer fraud complaints and leading a list of consumer frauds for the third consecutive year.
- The top cause of identity theft is now theft of records from employers or other businesses that have records on many individuals, according to a 2002 report by TransUnion. That beats all other sources, including stolen credit cards, mail theft, and stolen purses or wallets.
- About 90% of business record thefts involve payroll or employment records, while only about 10% are customer lists, the FTC says.
- The number of identity theft complaints has increased from 31,117 (2000) to 161,819 (2002). Source: FTC.

Web Site ADA Compliance

Vern Welder

North Dakota's mandatory Web Site ADA Compliance deadline of June 30, 2003 is rapidly approaching. Several existing state agency web sites still need to be updated to meet that deadline. ITD has web designers trained to create ADA-compliant web sites and we provide free cost/time estimates to help agencies plan.

If you are considering our services for re-designing your web site, please contact Chris Sitter soon. Our Web Design Team needs some lead time to complete the cost/time estimates and to plan resource availability. Contact Chris Sitter at csitter@state.nd.us or 328-2192.

ITD Executive Management

Curtis Wolfe, *Chief Information Officer*
Mike Ressler, *Director of Operations*
Nancy Walz, *Associate Director of IT Planning*
Dan Sipes, *Associate Director of Administrative Services*
Vern Welder, *Associate Director of Software Development Services*
Dean Glatt, *Associate Director of Computer Services*
Jerry Fossum, *Associate Director of Telecommunication Services*
Ardy Pfaff, *Human Resources Director*